

# Job Description

**Job title: Business and Operational Officer**

**Reporting to: Chief Executive and Business and Operations Director**

**Location: London**

**Contract: Fixed Term 2 years**

**Hours: Full time**

**Salary: £26,764- £32,760 per annum**

## Job Context:

A New Direction is an exciting arts organisation that exists to ensure that all children and young people in London can develop their creativity and play an active part in the culture and heritage of the city. We work with partners such as schools, the cultural sector and local authorities to support children and young people to be creative and experience culture. Our core values of equity, culture and creativity and trust and means we identify areas of inequality to campaign for policy change where that is a barrier. We work with key stakeholders and other influencers training and supporting professionals who work with children and young people. With new funding recently secured we are entering a new exciting period of growth.

## Job Purpose:

We are looking for a Business and Operations Officer to provide organisational and development support for the CEO, Executive team of Directors and Board of Trustees. This a key position with the senior executive team where you will grow and improve the learning culture across the organisation to embed and celebrate the values of trust, equity, culture and creativity as well as supporting our business planning, governance and HR systems to help us achieve our strategic goals.

## Main responsibilities and tasks

### Executive Support

- To co-ordinate and support the management of planning processes around A New Direction's business and programme development enabling clear communication across various teams, attendance and minuting of all planning and monthly team meetings.
- To manage CEO, Directors and Trustee diaries including meetings, appointments, travel and accommodation.
- To compile agendas, coordinate and minute all Director, SMT, Team and Board meetings.

- To organise and plan logistics of Board meetings, Away Days, Subcommittees, appointment and induction of Trustees, legal documentation, board papers and minutes.
- To collate and manage confidential information and data from Board and team members for Charity Commission annual returns, Arts Council monitoring and HR records
- Ensure effective coordination of planning work by ensuring strong and effective working relationships across teams and with potential partners.
- Help establish the annual business planning cycle along with implementation of new programmes and projects

## **Learning and Development**

- Working with the SMT, direct the needs assessment for training and staff development so it is aligned with the staff and overall organisation performance goals
- Identify best practices and lessons learned into program plans
- Working with the SMT, compile and file performance management reviews, organise staff training, maintain confidential documentation for HR files.
- Reviews evaluations of training courses
- Working with CEO and Chair of Trustees plan and set up Trustee training programme
- Set up an annual training plan for organisation
- To work closely with the Business and Operations Director on the recruitment and induction of new staff.
- Support the development of key strategies and policies including implementing and monitoring A New Direction's Equality and Diversity Action plan and Environmental policy.

## **Monitoring and reporting**

- To coordinate and support the monitoring and evaluation of programmes
- To support the Business and Finance Director in the compilation of the annual return to Charities Commission, completion of the Trustees Report, Arts Council Annual Survey and any changes to statutory documents for the Charity Commission and Companies House.
- To support the Business and Operations Director in developing, implementing and monitoring A New Direction's Equality and Diversity Action plan and Environmental policy.
- To ensure the effective use of Salesforce (CMS) across the whole team, supporting new team members, providing training when necessary.

## **HR & Administration**

- To manage all DBS checks for all permanent staff and freelancers working for A New Direction.
- To maintain holiday and sickness records, compile and file performance management reviews, maintain confidential documentation and manage HR files.
- To assist staff and SMT with catering for Board meetings and training days.
- To organise and facilitate bi monthly meetings with Coordinators.
- To answer the telephone redirecting enquiries in a professional, clear and polite manner and to act as the public face of A New Direction in both the AND office and external events and undertake other duties which as and when required.
- To act as the key point of contact and to manage all contracts with external IT, phones and office equipment providers ensuring that all systems are effective and good value for money.

- To act as key contact in helping AND find new premises, booking viewing appointments for the Business and Operations Director and SMT

This is a description of the job as it is presently constituted. It is the practice of A New Direction to periodically review job descriptions and to update them. This process will be conducted in consultation with you. It is the aim of A New Direction to reach agreement on any changes but if agreement cannot be reached, A New Direction reserves the right to insist on such changes to your job description after consultation with you.

# Person specification

## Skills and Abilities

- Good planning, organisational and time management skills
- Strong analysing of data reporting on key performance indicators
- Excellent organisational, planning and prioritisation skills
- Excellent communication skills, both written and verbal
- Excellent knowledge of IT Microsoft Office, Excel and the internet
- Experience of Salesforce or similar CMS
- Excellent diary management and executive assistant skills

## Knowledge/ Qualifications/ Training

- Degree or Relevant Vocational qualification in business and operation planning or a HR generalist
- HR and training experience
- Minuting and report writing
- Knowledge of project management techniques

## Experience

- HR and training experience
- Experience of business planning
- Experience of using a range of administrative systems and tools
- Experience of managing many diaries
- Experience of working with confidential information

## Behaviours/ Competencies

- A commitment and understanding of the value of creative and cultural education
- Commitment to A new direction's values
- Proactive and able to work under own initiative
- Able to work independently and as part of a team
- Able to work with accuracy and attention to detail
- Able to work to deadlines

- Professional and helpful
- Displays a commitment to working positively within a framework which values and celebrates diversity
- Commitment to maintaining a positive external image of A New Direction
- Shows an ability to prioritise a range of tasks with supervision

## **Special Conditions**

It is likely that on occasions there will be a requirement for this role to work unsocial hours including evenings and weekends.